



# GENERAL RELIEF & CAPI PROGRAMS SECTION NEWSLETTER

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## SPECIAL POINTS OF INTEREST:

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## General Relief Restructuring Update: Housing Subsidy Automation

By Carlos Portillo, GR Program



LEADER has been modified to automate the payment issuances for the expansion of the General Relief (GR) Housing Subsidy and Case Management Project (GRHSCMP). Effective February 3, 2012, the GR Housing Subsidy Eligibility Workers who process the payments for the GRHSCMP are able to set-up the GRHSCMP cases to issue the payment through the Direct Rent automatically. This

enhancement will reduce the time GRHS eligibility staff take to process the issuances, since the cases will be updated at the initial month of eligibility for the GRHSCMP and the payments will be automated thereafter. This process was previously done manually through the interim Auxiliary Issuance process every month.



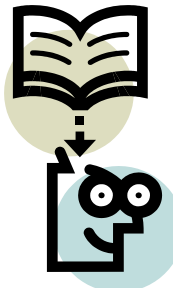
The GRHSCMP is currently offered at the following six GR District Offices:

South Special #07, Southwest Special #08, Civic Center #14, Rancho Park #60,

Lancaster #67 and Metro Special #70. However, the goal is to expand the Project to the remaining eight GR District Offices some time in the future.

## General Relief Supplemental Security Income & Medi-Cal Advocacy Program Handbook Approaching Completion

By Angelo Salazar, GR Program



After many months of development, the GR Supplemental Security Income & Medi-Cal Advocacy Program (GR SSIMAP) Handbook is nearing completion. The handbook will provide specific information and instruction on GR SSIMAP Advocacy within the Department.

The workgroup comprised of current DPSS GR SSIMAP Advocates, GR Program, Bureau

of Workforce Services Line-Ops staff, and Community Advocate agency representatives are in the process of refining the handbook to address the specific needs of the County's potentially SSI eligible GR participants and the Advocates who assist them. The handbook is intended to be a valuable resource for both new and experienced GR SSIMAP staff.

## GR Eligibility Worker Pilot Is Nearing Implementation



The pilot to test the impact on an increase in the number of approved GR Eligibility Workers (EW) will have on the GR caseload continues to approach implementation. The pilot will be conducted at the Metro Special and Southwest Special District Offices. The sharp increase in the GR applications since 2007 forced District Offices to shift most of the Department's GR EW staff to Intake in order to accommodate the new applicants. This has resulted in severe understaffing of the GR approved ranks.

As a result of the inadequate GR Approved caseload coverage existing approved EWs have found it almost impossible to properly administer GR policy in their cases. District Office lobby traffic has also skyrocketed with the rise in GR caseloads. The Department believes the pilot may show that EWs would have more time to effectively administer GR Program rules to ensure program compliance by their participants and improve program integrity. The EWs who will be stationed at Metro Special and Southwest Special are currently attending transitional GR training at the DPSS Academy. The pilot is scheduled to commence operations in March 2012.



## General Relief Disability Assessment Policy Reminders

- ◆ After a participant attends his/her Medical Assessment, the medical provider inputs the results to LEADER. If the contractor has not updated LEADER timely or the Eligibility staff discovers any discrepancies, do not add a temporary disability. Report those cases to your Deputy to be forwarded to GR Program for correction by the medical contractor (41-302).
- ◆ Eligibility staff do not add Administratively Unemployable unless GR participant meets the criteria (GR 41-200). You use the Administratively Unemployable when there are reasons other than physical or mental incapacity which prevents the individual from finding, accepting or continuing employment (41-201).
- ◆ If the participant has declared a disability or injury, please provide the PA 971, Accident/Illness Data Form. 1) Injury related to employment, 2) Disability/Injury connected to his/her employment, 3) Dependent of a person who died due to an injury of disability related to employment (GR 44-109.1).
- ◆ Eligibility staff may access the ABP 1676P Medical Evaluation Appointment on LEADER, when the participant is under treatment from a County/Veterans Affairs Physician (GR 41-303.1).

## Veterans Resource Webpage

By Ana White, CalWORKs Program

The Department of Public Social Services (DPSS) is excited to announce the new Veterans Resource webpage. The purpose of this webpage is to assist the growing number of veterans and their families in accessing information and government benefits, as well as community resources. The webpage provides information on services and benefits for veterans throughout Los Angeles County. The Veterans Resource webpage can be accessed by clicking on the "Veterans Resource" tab located at the bottom of the DPSS homepage at <http://dpss.lacounty.gov>.

The Veterans Resource webpage is part of the DPSS Strategic Plan Goal to bring local resources to a virtual, one-stop location where visitors can access information on health, housing, legal services, employment, and other services for veterans and their families.

The webpage was created by the DPSS Veteran Strategic Plan Objective II.2.3 Committee in collaboration with DPSS Information Technology Division; members of the Commission of Public Social Services Los Angeles Ad Hoc Veterans Committee; and representatives of the Veteran Advisory Commission.

Visitors to the Veterans Resource page will find a wealth of information that is easily accessible and comprehensive, which we believe will be of value to everyone.



## GR & CAPI Programs

## Thank you to our contributors

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Your feedback is important and your contributions to the GR & CAPI Programs Section newsletter are welcomed. Send your opinions and recommendations to the GR and CAPI Programs Section. Feel free to provide us with article ideas. Articles from the GR & CAPI Programs community are encouraged.

We look forward to hearing from you.

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